

WE CLAIM:

2 1. A method for providing technical services, comprising the steps of:
providing a first level of a technical services plan, said first level being broad based and
4 generic to many types of plants;
providing a second level of a technical services plan, said second level being more specific to
6 a plant than said first level; and
providing a third level of a technical services plan, said third level being specific to said plant
8 on a local level.

10 2. A method as claimed in claim 1, wherein said first level is a worldwide level, said
second level is a country or region-base level, and said third level is a local level.

12 3. A method as claimed in claim 1, wherein said first level includes deciding how the
overall business is to be run and what software components are to be used.

14 4. A method as claimed in claim 1, wherein said second level includes deciding how
manpower is to be used.

16 5. A method as claimed in claim 1, wherein said third level is a plant-based or
factory-based level.

18 6. A method of providing maintenance service, comprising the step of:
providing a menu of technical services from which to select technical services.

7. A method for providing maintenance services, comprising the steps of:

providing a menu of maintenance services from which selections of maintenance services may be made;
providing multi-level maintenance service modules; and
providing modular maintenance services.

8. A method as claimed in claim 1, further comprising the step of:

providing key performance indicators as an indicator of success of the maintenance service.

9. A method as claimed in claim 8, wherein said key performance indicators are used to determine consideration of an outsourced services agreement between a provider and a customer.

10. A method for providing maintenance, comprising the steps of:

aligning maintenance to business objectives;
establishing rules for carrying out maintenance;
determining strategies for improving performance and reducing costs; and
establishing optimization while reducing overhead;

11. A method of providing services to industry, comprising the step of:

providing a menu of available services, said menu including at least one of:
technical services,
general contracting,

38 on-call and logistic services,
integral plant maintenance and auxiliary process management,
40 information technology solutions,
electronic design and manufacturing services, and
42 knowledge management.

12. A method of providing maintenance services, comprising the steps of:
44 providing a pool of maintenance resources;
offering customers services from said maintenance resources by a menu of services; and
46 provide standardized procedures and reference processes;

13. A method of providing a maintenance management system, comprising the steps
of:
48 considering in combination:
50 a business plan,
an operational analysis,
52 a criticality analysis,
a component identification, and
54 a failure analysis; and
generating a maintenance plan from the combination.

14. A method for providing integral plant maintenance, comprising the steps of:
providing a plurality of services including:

58 providing plant maintenance services,
providing specialist services, and
60 providing support packages.

15. A method as claimed in claim 15, wherein said plant maintenance services
62 includes at least one of:

predictive and preventive services,
64 corrective services, and
shutdown services.

16. A method as claimed in claim 15, wherein said specialist services includes at least
66 one of:

68 condition monitoring,
on-call services,
70 reconditioning,
diagnostics and testing,
72 logistics and spares,
decontamination, and
74 motor fleet management.

17. A method as claimed in claim 15, wherein said support packages includes at least
76 one of:

know-how services,

78 maintenance business review services,
maintenance management services,
80 human resources,
training,
82 financial control and reporting services, and
maintenance technology.

84 18. A method of providing maintenance services, comprising the steps of:
providing a broad range of integrated services to a customer;
86 providing said services as modular units which are individually selectable to meet a
customers needs, said modular units including:
88 general contracting,
on-call and logistic services,
90 plant maintenance and process management,
information technology service,
92 electronic design and manufacturing services, and
knowledge management.

94 19. A method of providing maintenance services, comprising the steps of:
providing standard software modules corresponding to offered maintenance services,
96 installing selected ones of said standard software modules at a customer location, said
standard software modules being selected depending upon need of the customer at
98 said customer location.

20. A method as claimed in claim 19, further comprising the step of:

installing other selected ones of said standard software modules at another customer location,
said other selected ones being potentially different than said selected ones depending
on differences in need of said customer at said another customer location.

21. A method as claimed in claim 19, further comprising the step of:

providing a menu of available standard software modules to the customer.

22. A method of providing maintenance services, comprising the steps of:

providing maintenance services at a plurality of local maintenance service locations;
providing regional maintenance services supervisory locations; and
providing Internet connections between said local maintenance service locations and said
regional maintenance services supervisory locations.

23. A method as claimed in claim 22, further comprising the steps of:

providing a single headquarters location; and
providing Internet connections between said single headquarters location and said regional
maintenance services supervisory locations.

24. A method as claimed in claim 22, wherein said regional maintenance services

supervisory locations are provided for at least three regions, said three regions being:
the Far East and the European Union and a NAFTA country.

118 25. A method as claimed in claim 22, wherein said regional maintenance services
supervisory locations supervise manpower requirements for said local maintenance service
locations.

120 26. A method as claimed in claim 22, further comprising the step of:
transferring program modules from said maintenance services supervisory locations to said
122 local maintenance service locations through said Internet connections.

124 27. A method as claimed in claim 22, further comprising the step of:
providing control of maintenance services at said local maintenance service locations from
said maintenance services supervisory locations through said Internet connections.

126 28. A method as claimed in claim 22, wherein said regional maintenance services
supervisory locations are provided locations around to globe so as to provide 24 hour support
128 to said local maintenance service locations, said regional maintenance services supervisory
locations each providing support during business hours for a respective location of each of
130 said regional maintenance services supervisory locations.

132 29. A method for providing maintenance services, comprising the steps of:
providing maintenance services tailored to an industry; and
offering service modules to customers in said industry for outsourced maintenance.

134 30. A method as claimed in claim 29, wherein said industry is the airport industry.

136 31. A method as claimed in claim 29, wherein said industry is the power plant industry.

138 32. A method as claimed in claim 31, wherein said power plant industry is one of: fossil fuel power plants, atomic energy power plants, and hydroelectric power plants.

140 33. A method as claimed in claim 7, wherein ones of said modules are basic services modules and others of said modules are premium service modules.

142 34. A method of offering maintenance outsourcing, comprising the steps of:
providing an assortment of available maintenance services for customer locations;
selecting ones of said available maintenance service for a given customer location;
144 installing said selected ones of said services at said given customer location; and
controlling said installed services remotely.

146 35. A method for providing maintenance services, comprising the steps of:
aligning maintenance policies to business objectives to develop a business plan;
148 establishing rules for carrying out maintenance policies;
jointly determining strategies to improve performance and reduce costs;
150 establishing organization to meet said business plan;
measuring key performance indicators; and
152 benchmarking performance.